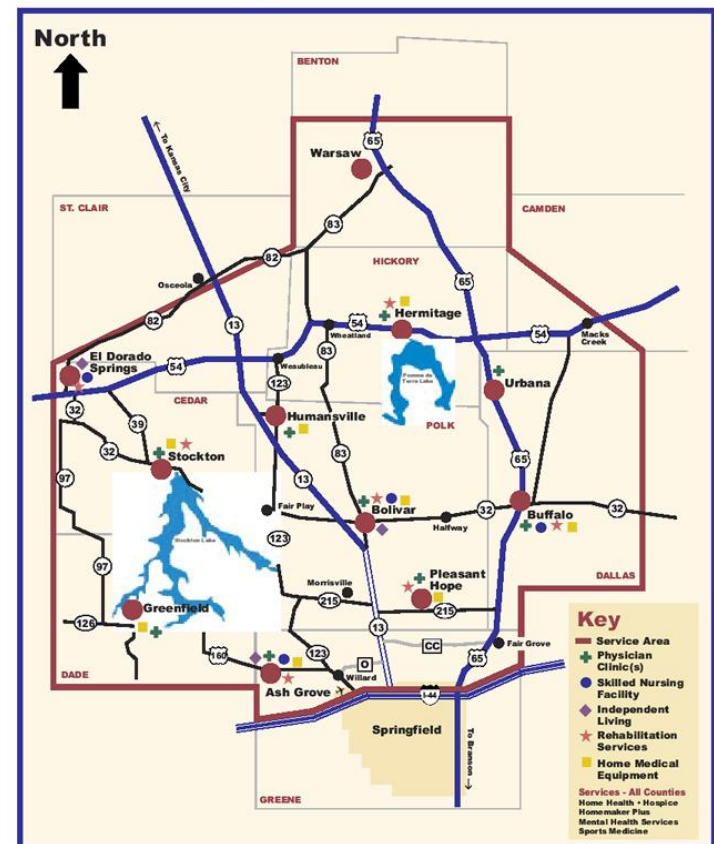# Citizens Memorial Healthcare

- Two corporate entities & independent physicians

- Serving . . . 5+ Counties in Southwest Missouri

- 1,550 Employees

- Sole Community Provider
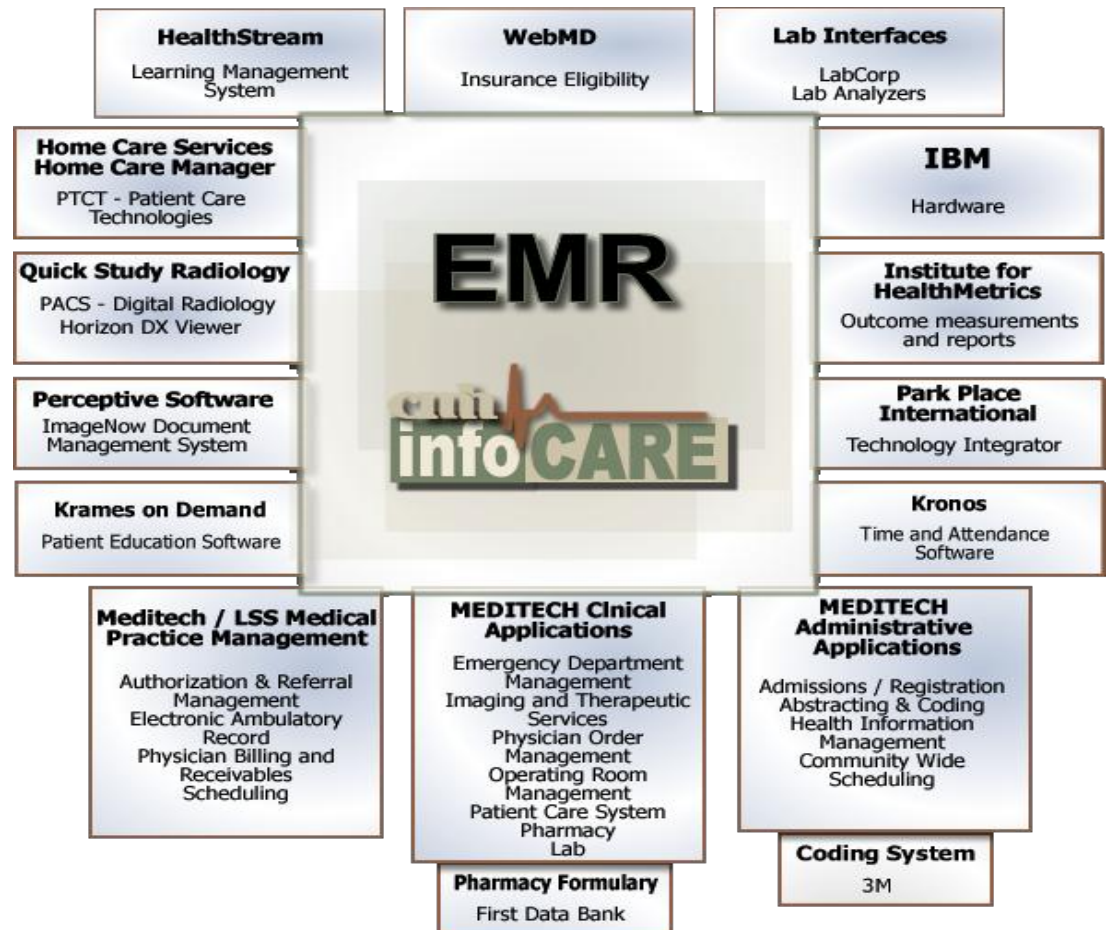
Service Area Map

Citizens Memorial Healthcare

- 74-beds
  - Medical/Surgical, ICU, OB, Psychiatry

- Emergency department/ ambulances
- 16 physician clinics + 6 independent physician clinics
- Home care & hospice services
- 5 long term care facilities (476 beds)

Project Infocare

- One EMR, patient-centered, integrated
- All visits from across continuum of care
- No paper charts
- All physicians using CPOE
- EMR available at network locations & by remote access

HealthStream
Learning Management System

WebMD
Insurance Eligibility

Lab Interfaces
LabCorp
Lab Analyzers

Home Care Services
Home Care Manager
PTCT - Patient Care Technologies

IBM
Hardware

Quick Study Radiology
PACS - Digital Radiology
Horizon DX Viewer

Institute for HealthMetrics
Outcome measurements and reports

Perceptive Software
ImageNow Document Management System

Park Place International
Technology Integrator

Krames on Demand
Patient Education Software

Kronos
Time and Attendance Software

Meditech / LSS Medical Practice Management
Authorization & Referral Management
Electronic Ambulatory Record
Physician Billing and Receivables
Scheduling

MEDITECH Clinical Applications
Emergency Department Management
Imaging and Therapeutic Services
Physician Order Management
Operating Room Management
Patient Care System
Pharmacy
Lab

MEDITECH Administrative Applications
Admissions / Registration
Abstracting & Coding
Health Information Management
Community Wide Scheduling

Pharmacy Formulary
First Data Bank

Coding System
3M

EMR

infoCARE

Statistics

- One data center serves entire system
- Wireless, LAN, MAN & WAN & now SAN
- Integration strategy
  - Meditech & partners LSS & PtCT
  - Quick Study Radiology PACS
  - Perceptive Software document management
- 70,000 patients in the EMR
- Each patient has 7 visits on average

Timeline
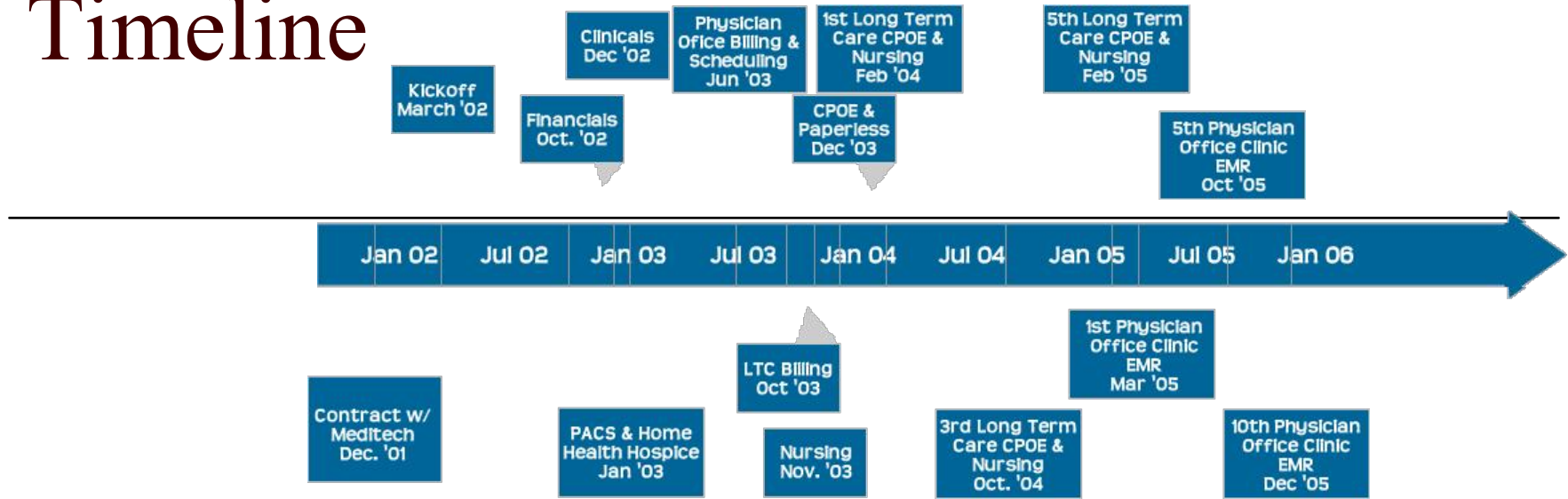
- ☐ **Identify need/organizational strategic planning**
- ☐ **IS Strategic Planning**
- ☐ **Software selection**
- ☐ **Implementation planning**
- ☐ **Implementation**

- Enable a patient to enter anywhere into the continuum of care and have a personal identity that is maintained across that continuum

- Physicians and other caregivers will have access to all of that patient's medical information within the healthcare continuum
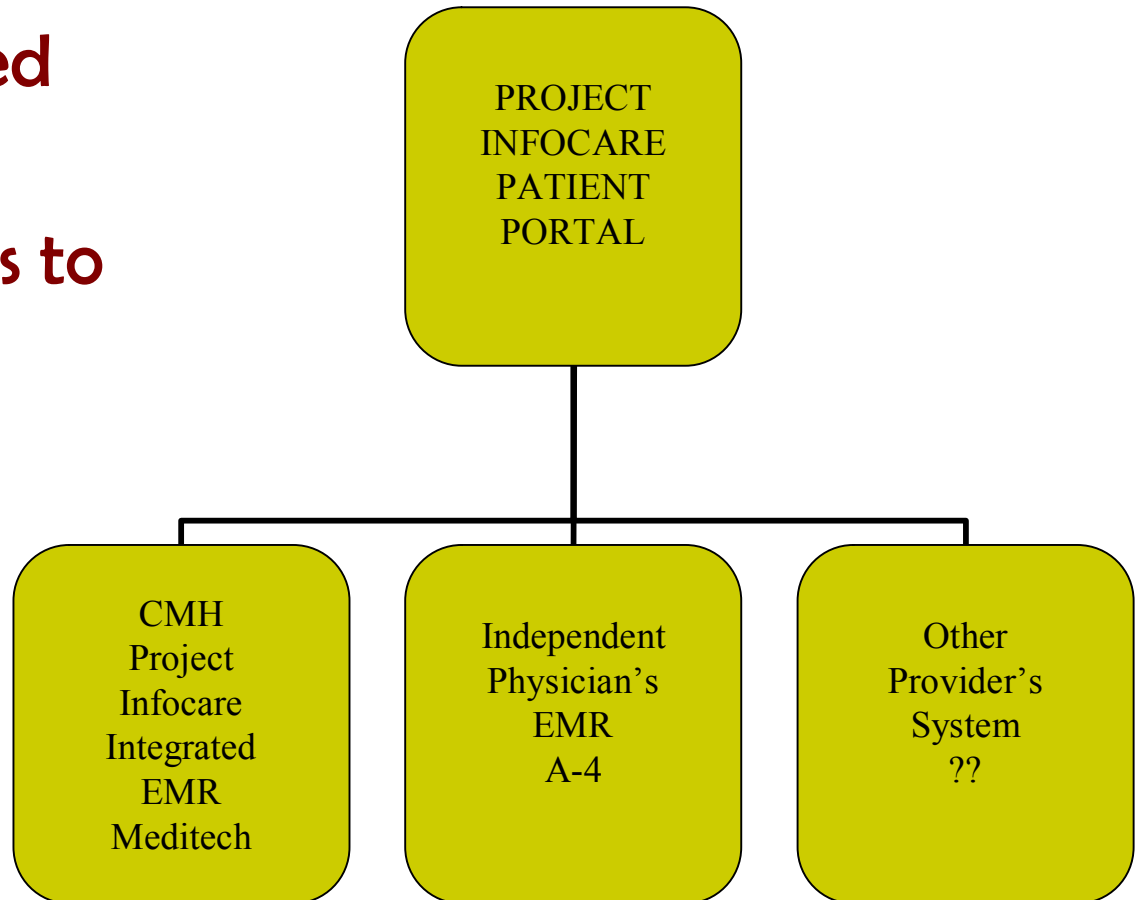
Integrating as far and wide as possible

- ☐ Financially efficient
- ☐ Clinically effective

- ☐ Incorporated into existing agreements & contracts

- ☐ Citizens Memorial Hospital
- ☐ Citizens Memorial Healthcare Foundation
- ☐ Independent physicians (all viewing & order entry, some using in-office)
- ☐ Other hospitals & facilities?
- ☐ Health departments?

- ☐ And, then what? . . .

And, then what?

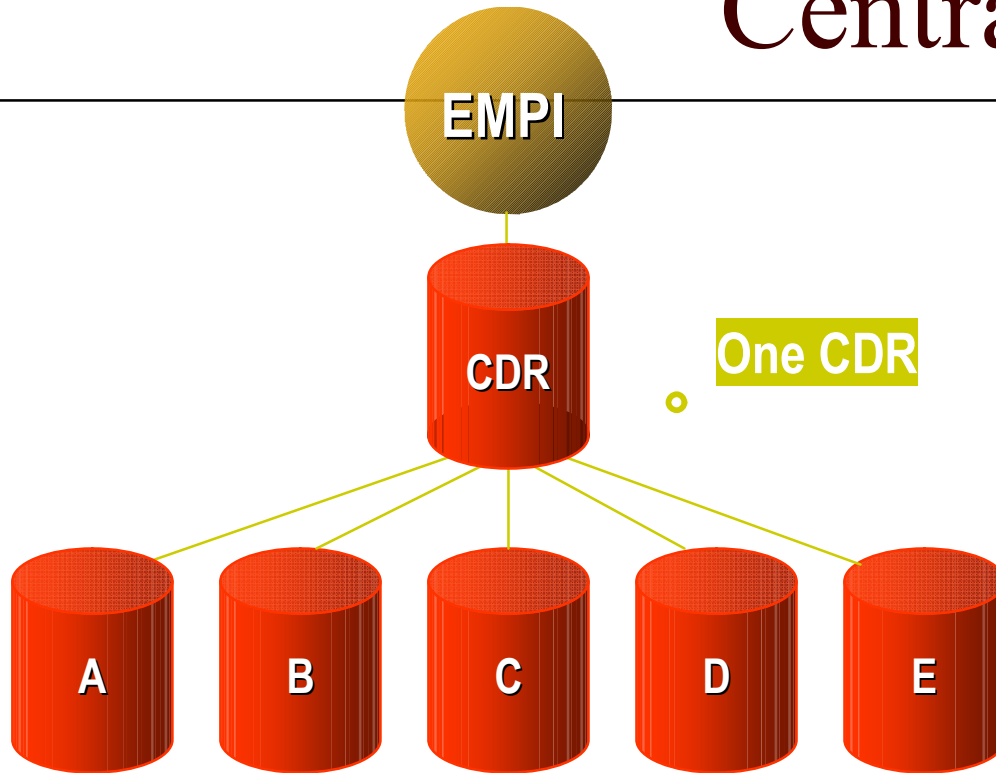- Patient-centered portal
- Real time access to information

PROJECT INFOCARE PATIENT PORTAL

CMH Project Infocare Integrated EMR Meditech

Independent Physician's EMR A-4

Other Provider's System ??

Continuum of DR Models for Interoperability

- Centralized
- Hybrid
- Decentralized

Centralized

EMPI

CDR

One CDR

A B C D E

Hybrid

EMPI

Multiple CDRs

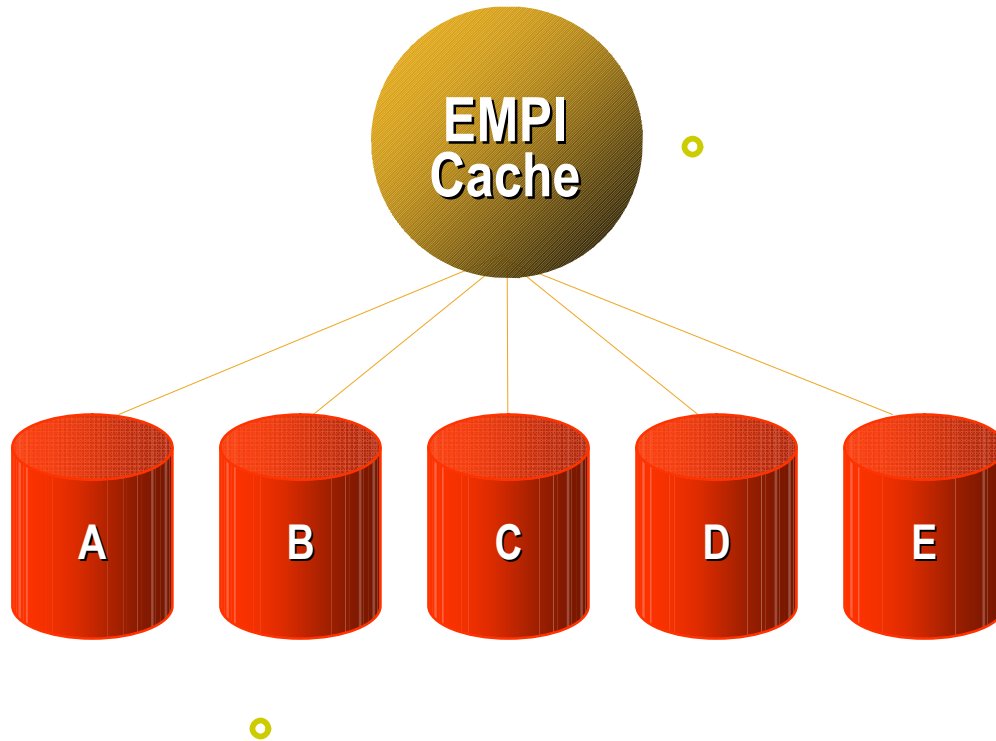A B C D E
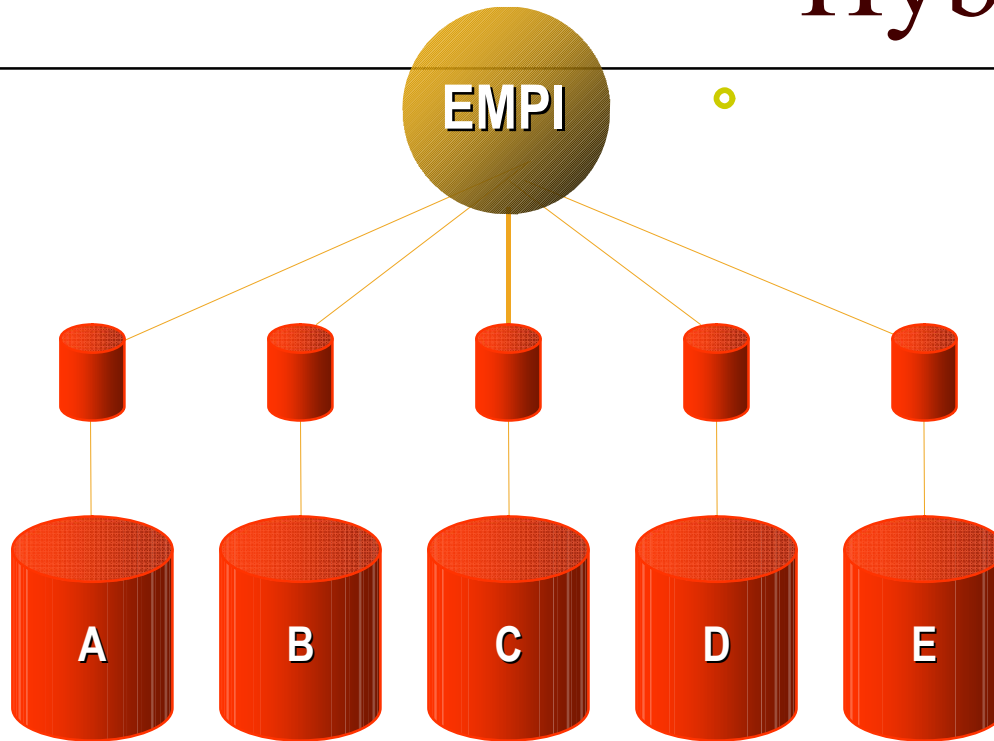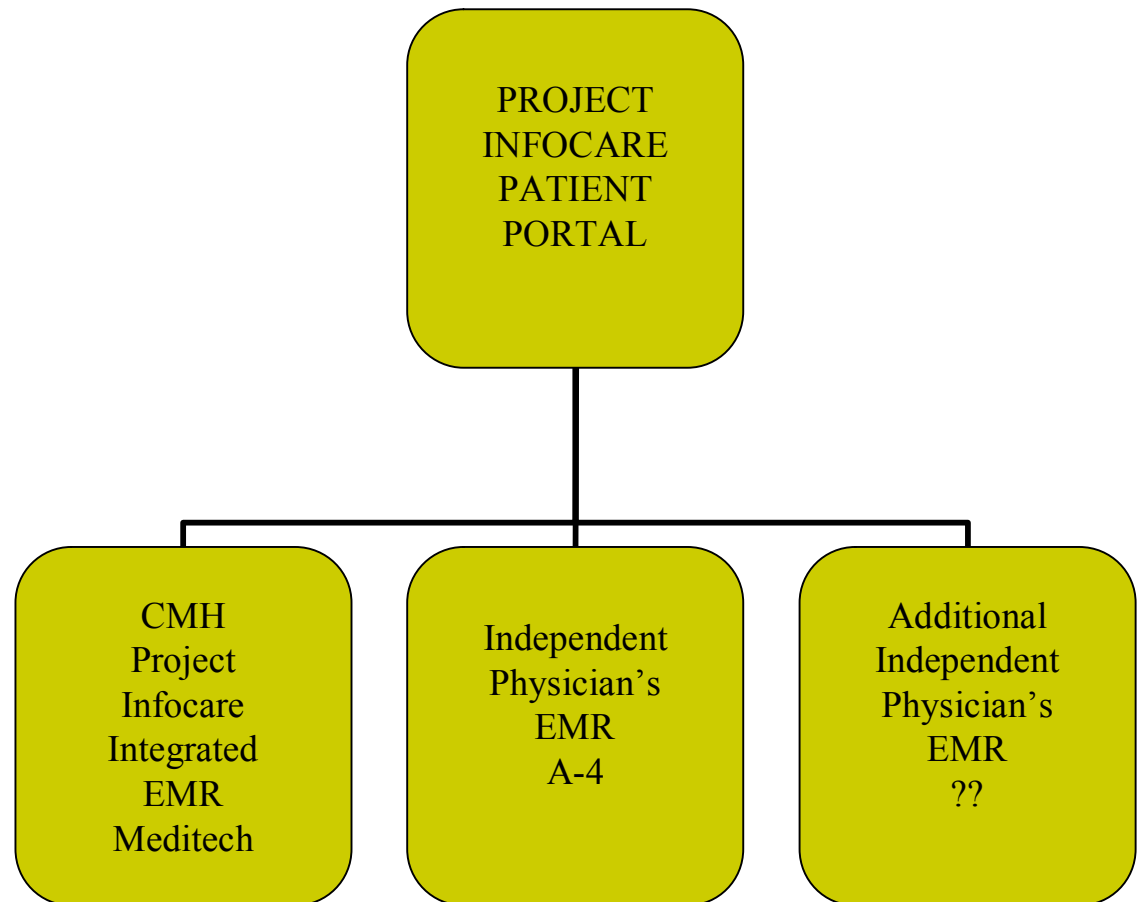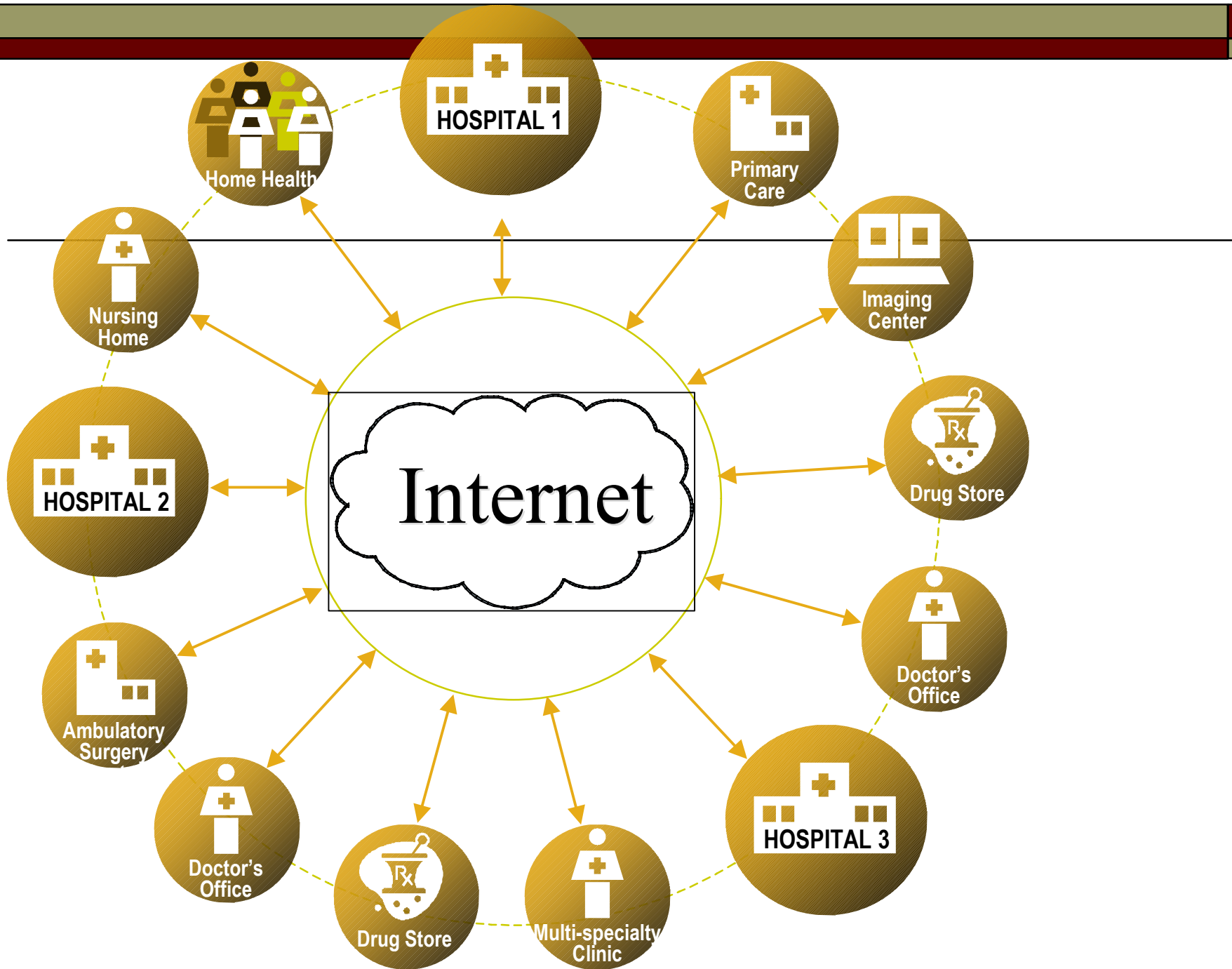
Decentralized

Decentralized or Hybrid Model Applied in a Patient-Centered Approach

- Patient-centered portal
- Virtual presentation of real time information
- Directly from source systems or system DR published to the web
- GoogleHealth Model

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              ┌─────────────────┐
              │     PROJECT      │
              │    INFOCARE      │
              │    PATIENT       │
              │    PORTAL        │
              └────────┬─────────┘
        ┌──────────────┼──────────────┐
┌───────────┐   ┌────────────┐   ┌────────────┐
│    CMH    │   │Independent │   │ Additional │
│  Project  │   │Physician's │   │Independent │
│  Infocare │   │    EMR     │   │Physician's │
│ Integrated│   │    A-4     │   │    EMR     │
│    EMR    │   │            │   │    ??      │
│  Meditech │   │            │   │            │
└───────────┘   └────────────┘   └────────────┘
```

Why a (patient-centered, virtual) approach?

- Scalable
- Solves the out-of-region problem
  - Second opinion, center of excellence treatment
  - Moving
- Leaves the responsibility for accurate data with the provider of the care (bank model)
- No massive overhead expense to establish or maintain
- Commercially sustainable
- Patients have control (mitigates HIPAA issues)
- Could even work without internet-savvy patients (give consent to provider to access information)